

Chapter 6: Troubleshooting your system

This chapter lists all the warning and error messages for your Meridian IVR Fax Response system. The messages are divided first by type, then by server, and finally by name string.

The messages for Meridian IVR Fax Response are split into two main groups: error messages and warning messages. Within these groups, the messages are further subdivided according to the different servers—namely fax, cal, and ses.

Both types of messages for Meridian IVR Fax Response have strings in the “printf” style format. These error and warning strings contain additional information to indicate whether a %d or %s is found. When an “error number” is supplied for a %d, the error is a UNIX error number. When an “error string” is supplied for %s, it is the UNIX error string.

Figure 6-1 illustrates the system events log. The fields include the date, time, type of information, host name, process name, process ID number, message text, and the trace level. The trace level can have any value from 0 to 99. It basically determines how much information is logged (the higher the value, the more the information).

Figure 6-1
Error text

Meridian MR Fax Response Log/OD Reporting

File View

NORTEL

number of logs listed: 339

*** all Logs ***

15-Aug-95	15:43:50	INFO	0	ntor1010	cal_server	414	main(): 5
15-Aug-95	15:44:24	INFO	0	ntor1010	front	593	_cont_save
15-Aug-95	15:44:27	ERROR	0	ntor1010	front	593	_cont_upda
15-Aug-95	15:51:24	ERROR	0	ntor1010	front	593	_cont_upda
15-Aug-95	15:53:11	WARNING	5	ntor1010	fax_server	393	_fax_proc
15-Aug-95	15:56:26	ERROR	0	ntor1010	front	593	_cont_upda
15-Aug-95	15:58:23	INFO	0	ntor1010	front	593	_cont_save
15-Aug-95	16:00:10	INFO	0	ntor1010	cal_server	414	_cal_sdu_
15-Aug-95	16:00:10	INFO	0	ntor1010	cal_server	414	_cal_sdu_
15-Aug-95	16:00:12	ERROR	0	ntor1010	front	889	_cont_save
15-Aug-95	16:00:12	INFO	0	ntor1010	front	889	_cont_save

The types of information include ERROR, WARNING, and INFO messages. An ERROR message indicates that an error has occurred during an operation. A WARNING message indicates that the system detected a potential error condition. The system continues to function but has encountered a difficulty; for example, a modem that was reserved for more than three minutes was automatically released.

This guide documents only the ERROR and WARNING messages for the fax, cal and ses servers. While INFO messages are important, they do not indicate a failure condition. For example, if you disable a port, the system will generate a message indicating that the port is disabled.

Beneath each server heading are listed the name strings for the types of error and warning messages, and the page numbers on which they are found. This will enable you to find the information you require quickly and easily.

Each message entry lists the following:

Message or string	Characters enclosed in quotation marks. This signifies the error that occurred.
Meaning	Explanation of the error or warning.
Impact	Impact of the error or warning.
Action to take	What you must do to correct the problem.

Fax server error messages

The following messages appear on the fax server. The list provides the meaning for each message and suggests action to take. The message types are as follows:

- [fax_server messages, page 6-3](#)
- [main messages, page 6-4](#)
- [fax_db_open messages, page 6-5](#)
- [fax_add_client time-out messages, page 6-7](#)
- [fax_modem_db_fd_sync messages, page 6-7](#)
- [fax_process_request messages, page 6-8](#)
- [fax_client_reply_hold_done messages, page 6-9](#)

fax_server messages

“fax_server: main(): open() of stdin on ‘/dev/null’ failed, errno %d ‘%s’\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard input from /dev/null.

Impact: The fax system does not start up.

Action to take: Call the appropriate support organization.

“fax_server: main(): open() of stdout on ‘/dev/null’ failed, errno %d ‘%s’\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard output to /dev/null.

Impact: The fax system does not start up.

Action to take: Call the appropriate support organization.

“fax_server: main(): open() of stderr on ‘/dev/null’ failed, errno %d ‘%s’\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard error to /dev/null.

Impact: The fax system does not start up.

Action to take: Call the appropriate support organization.

main messages

“main(): tcp_create_listen_socket(service='%s') failed, errno %d '%s'\n”, service port, error number, error string

Meaning: During start-up, the server could not create a socket on which to listen for client requests.

Impact: The fax system does not start up.

Action to take: Another application on the system may have used the specified socket. Ensure that no software added by a VAD on the system uses the “fax” TCP/IP sockets. You can verify this by looking at the /etc/services file. If a clash exists, change the port number of the fax server.

ATTENTION!

Only experienced UNIX administrators should perform this task.

“main(): select(num_fd=%d, timeout=%d, %d) failed, errno %d '%s'\n”, number of file descriptions, timeout, error number, error string

Meaning: The server was waiting to do something when it encountered an error in the select statement.

Impact: The fax system undergoes a force shutdown, immediately terminating all in-progress fax operations.

Action to take: Call the appropriate support organization.

“main(): invalid fax_socket type (%d) on socket %d\n”, socket type, socket number

Meaning: The server encountered a request on a TCP/IP socket but does not understand from where the request is coming.

Impact: The fax system undergoes a force shutdown, immediately terminating all in-progress fax operations.

Action to take: Call the appropriate support organization.

fax_db_open messages

“_fax_db_open(): can't open FAX modem DB '%s', errno %d '%s'\n”, modem db, error number, error string

Meaning: The fax server could not open the modem database during initialization.

Impact: The fax system does not start up.

Action to take: Probable causes are missing or corrupted modem configuration files. Check if the directory /u/fax/db and the file modem.db exist and are readable. If the files are missing or corrupted, go to a backup tape and restore them.

“_fax_db_open(): malloc() failed for fax_modem entry #%d\n”, Modem number

Meaning: The fax server could not allocate memory for its internal data structure to hold the modem configuration data.

Impact: The fax system does not start up.

Action to take: Determine if all system memory has been used up. This can occur if user functions or other processes added to the system by a VAD use up all available system memory and swap memory. Reengineer the system so that it does not use all of the available memory, and try again.

“_fax_db_open(): can't open document ID DB '%s', errno %d '%s'\n”, Document ID DB, error number, error string

Meaning: The fax server could not open the document ID number database.

Impact: The fax system does not start up.

Action to take: Probable causes are missing or corrupted modem configuration files. Check if the directory /u/fax/db and the file doc_id.db exist and are readable. If the files are missing or corrupt, go to a backup tape and restore them.

“_fax_db_open(): malloc() failed for fax_modem entry #%d\n”, Modem number

Meaning: The fax server could not allocate memory for its internal data structure to hold the modem configuration data.

Impact: The fax system does not start up.

Action to take: Determine if all system memory has been used up. This can occur if user functions or other processes added to the system by a VAD use up all available system memory and swap memory. Reengineer the system so that it does not use all of the available memory, and try again.

“_fax_db_open(): can't open default DB '%s', errno %d '%s'\n”, Defaults DB, error number, error string

Meaning: The fax server could not open the system default configuration file.

Impact: The fax system does not start up.

Action to take: Probable causes are missing or corrupted modem configuration files. Check that the directory /u/fax/db and the file default.db exist and are readable. If the files are missing or corrupted, go to a backup tape and restore them.

“_fax_db_open(): malloc() failed for _fax_default entry\n”

Meaning: The fax server could not allocate memory for system default configuration information.

Impact: The fax system does not start up.

Action to take: Determine if all system memory has been used up. This can occur if user functions or other processes added to the system by a VAD use up all available system memory and swap memory. Reengineer the system so that it does not use all of the available memory, and try again.

fax_add_client time-out messages

“_fax_add_client_time-out():malloc() failed for _fax_time-out_list entry\n”

Meaning: The fax server could not allocate memory to add a time-out entry on behalf of a client to its time-out list.

Impact: The fax system immediately shuts down.

Action to take: Determine if all system memory has been used up. This can occur if user functions or other processes added to the system by a VAD use up all available system memory and swap memory. Reengineer the system so that it does not use all of the available memory, and try again.

fax_modem_db_fd_sync messages

“_fax_modem_db_fd_sync(): fopen() of temporary file %s failed, errno %d '%s'\n”, filename, error number, error string

Meaning: An attempt was made to update the modem database, and the new information could not be written to disk.

Impact: All modem configuration changes are lost, and the fax system is shut down.

Action to take: Ensure that enough disk space is available. Probable cause is that the system is running out of disk space.

**“_fax_modem_db_fd_sync(): unlink() of file ‘%s’ failed, errno %d ‘%s’ \n”,
filename, error number, error string**

Meaning: An attempt was made to update the modem database, and the update could not be completed.

Impact: All requested modem configuration changes are lost, and the fax system shuts down.

Action to take: None.

**“_fax_modem_db_fd_sync(): link of file ‘%s’ to ‘%s’ failed, errno %d ‘%s’ \n”,
filename 1, filename 2, error number, error string**

Meaning: An attempt was made to update the modem database, and the update could not be completed.

Impact: Although the requested changes were written to disk, they were not activated in the modem database. The fax system is shut down and cannot be started up until the modem database is cleaned up.

Action to take: Resolve the reason for the failure to create the link. Probable causes are running out of disk space or inodes on the file system. Once the problem is resolved, issue the UNIX command `cd /u/fax/db` followed by a carriage return. Then type the second command, “**mv X Y**”, where X is the temporary modem database file described in the error message, and Y is “modem.db”.

fax_process_request messages

“_fax_process_request_modem_info_put(): linked list error\n”

Meaning: There was an internal error in the way that the fax server manages modem database information that has been found.

Impact: The requested changes are lost.

Action to take: Restart the fax system and try again. If the problem persists, call support indicating that a possible modem data corruption problem exists.

“_fax_process_request_modem_info_append(): malloc() failed for fax_modem entry\n”

Meaning: The fax server could not allocate memory to add a new modem to its configuration.

Impact: The fax system immediately shuts down.

Action to take: Determine if all system memory has been used up. This can occur if user functions or other processes added to the system by a VAD use up all available system memory and swap memory. Reengineer the system so that it does not use all of the available memory, and try again.

fax_client_reply_hold_done messages

“_fax_client_reply_hold_done(): tcp_write() returned %d, errno %d '%s'\n”, return value, error number, error string

Meaning: The fax server tried to reply to a request initiated by a client, and the reply could not be sent.

Impact: The client will never receive the request. All processing continues as if the request had been successfully sent. The client, on the other hand, will wait indefinitely for the request.

Action to take: Probable cause is that the client was killed before the reply could be sent. Unexpected client deaths should only occur if a process is killed manually (using kill signal), or if a bug exists in the program. Check for “core” files on the system, and if one exists that matches the time of the error message, save the core file and inform support.

Cal server specific error messages

The following messages appear on the cal server. The list provides the meaning for each message and suggests action to take. The message types listed are as follows:

- [cal_server messages, page 6-10](#)
- [cal_server main messages, page 6-11](#)
- [cal_db_open messages, page 6-12](#)
- [cal_queue_item_write messages, page 6-13](#)

cal_server messages

“cal_server: main(): open() of stdin on ‘/dev/null’ failed, errno %d ‘%s’\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard input from /dev/nul.

Impact: The fax system does not start up.

Action to take: Call the appropriate support organization.

“cal_server: main(): open() of stdout on ‘/dev/null’ failed, errno %d ‘%s’\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard output to /dev/null.

Impact: The fax system does not start up.

Action to take: Call the appropriate support organization.

“cal_server: main(): open() of stderr on ‘/dev/null’ failed, errno %d ‘%s’\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard error to /dev/null.

Impact: The fax system does not start up.

Action to take: Call the appropriate support organization.

cal_server main messages

“main(): fax_connect(host='%s', service='%s') failed, errno %d '%s'\n”, hostname, service port, error number, error string

- Meaning:** The Callback server could not connect to the fax server during its start-up operation.
- Impact:** The Callback server terminates, and the fax system is not started.
- Action to take:** Possible cause is an inability to open any more files because the system maximum file limit has been reached. This can occur when additional software added to the Meridian IVR Fax Response system opens and keeps open numerous files. Try disabling all third-party software added to the system, and try starting FAX again.

“main(): couldn’t get fax data directory\n”

- Meaning:** The Callback server could not retrieve the fax data directory name from the fax server on start up.
- Impact:** The fax system does not start up.
- Action to take:** There is probably a problem with the fax server. Check for fax error messages.

“main(): invalid cal_socket_type (%d) on socket %d\n”, socket type, socket number

- Meaning:** The server encountered a request on a TCP/IP socket but does not understand from whom the request is coming.
- Impact:** The Callback server immediately shuts down. All in-progress Callback send operations are allowed to complete, but the server loses track of whether or not they were successfully sent. As a result, they are resent when the Callback server restarts. Same Call operations continue as normal, but no more Callback operations are supported.
- Action to take:** This is likely an internal error with the fax software. Recovery is accomplished by stopping the system and restarting it. Report this error to support.

"main(): tcp_create_listen_socket(service='%s') failed, errno %d '%s'\n", service port, error number, error string

Meaning: During start-up, the server could not create a socket on which to listen for client requests.

Impact: The fax system does not start up.

Action to take: Another application on the system may have used the specified socket. Ensure that no software added by a VAD on the system uses the "fax" TCP/IP sockets which can be determined by looking at the /etc/services file. If a clash exists, change the port number of the fax server.

ATTENTION!

Only experienced UNIX administrators should perform this task.

cal_db_open messages

"_cal_db_open(): can't open queue DB directory '%s', errno %d '%s'\n", directory name, error number, error string

Meaning: The Callback queue directory could not be opened during start-up.

Impact: The Callback server immediately shuts down, and the system comes up.

Action to take: The probable cause is a missing queue directory. Check that the directory /u/fax/queue exists and is readable. If it does not exist, go to a backup and restore this directory.

Note: Restoring this directory from a backup restores all of the references to queued documents that are normally stored in this directory when you make the backup. When the system starts up, it attempts to send these documents. Those documents that actually still reside on the system (that is, those that have not been deleted) are resent. All other documents fail transmission and are removed from the Callback queue.

“_cal_db_open(): malloc(%d) for document id %d failed\n”, document size, document id

Meaning: An attempt was made to queue a document, but insufficient memory was available to honor the request.

Impact: The Callback server immediately shuts down. All in-progress Callback send operations are allowed to complete, but the server loses track of whether or not they were successfully sent. As a result, they are resent when the Callback server restarts. Same Call operations continue as normal, but no more Callback operations are supported.

Action to take: Determine if all system memory has been used up. This can occur if user functions or other processes added to the system by a VAD use up all available system memory and swap memory. Reengineer the system so that it does not use all of the available memory, and try again.

cal_queue_item_write messages

“_cal_queue_item_write(): error opening file '%s', errno %d '%s'\n”, filename, error number, error string

Meaning: An attempt to queue a document failed because an entry in the queue directory could not be created.

Impact: The item is not queued, and the Callback server immediately shuts down. All in-progress Callback send operations are allowed to complete, but the server loses track of whether or not they were successfully sent. As a result, they are resent when the Callback server restarts. Same call operations continue as normal, but no more Callback operations are supported.

Action to take: Ensure that the queue directory exists and has permissions that allow the Callback server to write files into it. Shut down the fax, and restart it to try again. Try running the command `cal_submit` to manually test the submission feature.

Session server-specific error messages

The following messages appear on the session server. The list provides the meaning for each message and suggests action to take. The following message are types listed:

- [ses_server messages, page 6-14](#)
- [main\(\): messages, page 6-15](#)
- [Failed to... messages, page 6-17](#)
- [ses_process messages, page 6-17](#)
- [SES_REQUEST messages, page 6-18](#)
- [process_modem messages, page 6-18](#)
- [SES_C2_OP_WAIT messages, page 6-19](#)
- [ses_client_unsol_state messages, page 6-19](#)
- [ses_modem messages, page 6-20](#)
- [No current event... message, page 6-20](#)

ses_server messages

“ses_server: main(): open() of stdin on ‘/dev/null’ failed, errno %d ‘%s\\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard input from /dev/null.

Impact: The fax system does not start up.

Action to take: None.

ses_server: main(): open() of stdout on ‘/dev/null’ failed, errno %d ‘%s\\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard output to /dev/null.

Impact: The fax system does not start up.

Action to take: None.

“ses_server: main(): open() of stderr on '/dev/null' failed, errno %d '%s'\n”, error number, error string

Meaning: During start-up, the server failed to redirect standard error to /dev/null.

Impact: The fax system does not start up.

Action to take: None.

“ses_server: main(): supplied FAX data base directory (%s) is bad, errno %d '%s'\n”, db directory, error number, error string

Meaning: The fax base directory name given to a session server is found to be either missing or not a valid directory.

Impact: The session server immediately shuts down, and modem service is not supplied on that port.

Action to take: Ensure that a valid fax data directory is configured in the fax administration screens. Enable the modems that failed to start up after the configuration changes are made.

main(): messages

“main(): select (num_fd=%d) failed, errno %d '%s'\n”, number of file descriptors, error number, error string

Meaning: The server was waiting to do something when an error was encountered in the select statement.

Impact: The session server immediately terminates.

Action to take: None.

“main(): tcp_create_listen_socket(service='%s') failed, errno %d '%s'\n”, service report, error number, error string

Meaning: During start-up, the server could not create a socket on which to listen for client requests.

Impact: The fax system does not start up.

Action to take: Another application on the system may have used the specified socket. Ensure that no software added by a VAD on the system uses the “fax” TCP/IP sockets which can be determined by looking at the /etc/services file. If a clash exists, change the port number of the fax server.

ATTENTION!

Only experienced UNIX administrators should perform this task.

“main(): tcp_accept_connection(_ses_listen_socket=%d) failed, errno %d '%s'\n”, socket number, error number, error string

Meaning: The session server established a socket on which it could talk to the fax server. When the fax server tried to establish a connection on the socket, the session server could not complete the connection.

Impact: The session server terminates.

Action to take: If the problem persists, disable the modem and call support.

“main(): dx_open(device='%s') failed, errno %d '%s'\n”, device name, error number, error string

Meaning: During start-up, the session server failed to establish a communications to the dialog fax card.

Impact: The session server is marked as faulty and cannot be used.

Action to take: The most likely problem is an invalid device name. Make sure that the device name is of the format dxxxB.C. where the first “.” is the board number, and the second “.” is the channel number. Both start at 1 and move up. Therefore, for an eight-channel system, the valid devices are dxxxB1C1, dxxxD1C2, dxxxB1C3, and dxxxB1C4 for board 1, and dxxxB2C1, dxxxB2C2, dxxxB2C3, and dxxxB2C4 for board 2.

"main(): Error: can't enable_modem_handler\n"

"main(): Error: sr_hold() failed\n"

"main(): Error: sr_release() failed\n");

Meaning: A fatal error has occurred dealing with the dialog software controlling events and event handlers.

Impact: The program terminates.

Action to take: Disable the port and call support.

Failed to... messages

"Failed to delete user defined tones, error#%d (%s)\n", error number, error string

Meaning: A problem has been encountered initializing a dialogic port.

Impact: The program terminates.

Action to take: Disable the port and call support.

"Failed to initialize PerfectCall Call Analysis, error#%d (%s)\n", error number, error string

Meaning: A problem has been encountered initializing a dialogic port.

Impact: The program terminates.

Action to take: Disable the port and call support.

ses_process messages

"ses_process_abort_request(): ses_c2_modem_isinit() failed, errno %d '%s'\n", error number, error string

Meaning: An attempt was made to reinitialize a modem but failed.

Impact: The modem is left in an unknown state and is probably unusable.

Action to take: Disable and reenale the modem.

"_ses_process_modem_response(): invalid modem operation '%s' (%d)\n", modem state, modem state number

Meaning: An invalid response to a modem operation was received.

Impact: The session server terminates.

Action to take: Disable the port and call support.

SES_REQUEST messages

“SES_REQUEST_SHUTDOWN_SERVER: Can't close Dialogic device. Error#%d - %s\n”, error number, error string

Meaning: A shut-down was attempted, but the program could not properly close off the connection to the fax modem.

Impact: None.

Action to take: None.

“SES_REQUEST_SEND: Can't init fax to TX state, err#%d - %s\n”, error number, error string

Meaning: A fax is about to be sent, but the Meridian IVR fax session could not be initialized into the transmitter state.

Impact: The fax is not successfully sent.

Action to take: Disable and reenale the port if this problem is occurring. If the problem recurs, call support.

“SES_REQUEST_RECEIVE: Can't set fax state to RX, error#%d - %s\n”, error number, error string

Meaning: A fax is about to be received, but the Meridian IVR fax session could not be initialized into the receiver state.

Impact: The fax will probably not be successfully received.

Action to take: Disable and reenale the port if this problem is occurring. If the problem recurs, call support.

process_modem messages

“process_modem_response: SES_C2_OP_WAIT_ATD_OK: unknown status returned by ATDX_CPTERM()\n”

Meaning: An attempt was made to initialize the modem for an incoming or outgoing call but failed.

Impact: The session fails, and subsequent use of this port will probably fail.

Action to take: Disable the port and call support.

“process_modem_response: SES_C2_OP_WAIT_ATD_OK: unknown status returned by ATDX_TERMMSK()\n”

Meaning: An unknown status code was returned from the modem.

Impact: Unknown.

Action to take: Disable the port and call support.

SES_C2_OP_WAIT messages

“SES_C2_OP_WAIT_RING: dx dial invocation error#%d: %s”, error number, error string

Meaning: The port attempted to initiate an outdial but failed.

Impact: The fax is not sent.

Action to take: This problem should not occur in the field.

“SES_C2_OP_WAIT_RING: can't init fax to TX state, error#%d: %s”, error number, error string

Meaning: A fax is about to be sent, but the Meridian IVR fax session could not be initialized into the transmitter state.

Impact: The fax is not successfully sent.

Action to take: Disable and reenale the port if this problem is occurring. If the problem recurs, call support.

ses_client_unsol_state messages

“_ses_client_unsol_state(): invalid modem operation '%s' (%d)\n”, modem operation state, state number

Meaning: An invalid response to a modem operation was received.

Impact: The session server terminates.

Action to take: Disable the port and call support.

ses_modem messages

“ses_modem_send_page: fx_sendfax error#%d: %s”, error number, error string

Meaning: An attempt was made to initiate transmission of a fax page but failed.

Impact: Transmission of the remainder of the document is aborted.

Action to take: Determine why the transmission failed by examining the dialogic error number and string. Given the asynchronous nature of event checking, this problem should never occur in the field.

**“_ses_modem_receive_page(): page %d page file '%s' in document file '%s':
fx_rcvfax2 failed, error#%d - %s\n”, page number, page file name, document name,
error number, error string**

Meaning: An attempt was made to initiate reception of a fax page but failed.

Impact: Reception of the remainder of the document is aborted.

Action to take: Determine why the reception failed by examining the dialogic error number and string. Given the asynchronous nature of event checking, this problem should never occur in the field.

No current event... message

“No current event exists (we are in event handler, something wrong)\n”

Meaning: The modem event handler was invoked, but no event is pending.

Impact: None. The error is ignored.

Action to take: None.

Fax server warning messages

The following warning messages appear on the fax server. The list provides the meaning for each message and suggests action to take. The following message types are listed:

- [fax_sig_term messages, page 6-21](#)
- [server termination messages, page 6-22](#)
- [fax_process_client messages, page 6-22](#)
- [fax_process_time-out messages, page 6-24](#)
- [fax_process_session messages, page 6-24](#)
- [fax_ses_start messages, page 6-26](#)
- [fax_db_open messages, page 6-26](#)
- [fax_exit messages, page 6-27](#)
- [fax_modem_db messages, page 6-28](#)
- [fax_client_request_modem messages, page 6-29](#)
- [fax_process_request_modem messages, page 6-29](#)
- [fax_process_modem messages, page 6-30](#)
- [fax_client_reply messages, page 6-31](#)
- [fax_ses_is_start_server messages, page 6-32](#)

fax_sig_term messages

“_fax_sig_term(): already shutting down \n”

Meaning: The fax server received a request to shut down, and it was already in the process of doing so.

Impact: None.

Action to take: None.

server termination messages

"Session server terminated PID =%d phone = %s state = %d\n", process id, phone number, state

Meaning: A session server shut down due to a client request to either disable the port or to shut down the whole system.

Impact: None.

Action to take: None.

"Unexpected Session server termination PID = %d phone = %s state = %d\n", process id, phone number, state

Meaning: A session shut down without being told to do so.

Impact: The session server is restarted automatically by fax server. Until it is successfully up and running, it does not handle any requests. If the server was processing a request at the time when it shut down, the processing may not get completed.

Action to take: Examine the log file for errors originating from the session server.

fax_process_client messages

"_fax_process_client_connection(): tcp_accept_connection (listen_socket=%d) failed, errno %d '%s\n", socket number, error number, error string

Meaning: A request to establish a connection with a client was made, but the attempt failed. The probable cause is that the client was killed before the connection could be established.

Impact: None to the fax server. The client that originated the request does not succeed to establish the connection.

Action to take: Examine the log file for errors originated from the client.

“_fax_process_client_connection():tcp_accept_connection(listen_socket=%d) returned fd %d which is >= FAX_MAX_SOCKET (%d)\n”, socket number, file descriptor, maximum number of sockets

Meaning: A request to establish a connection with a client was made but cannot be honored because the maximum number of allowable connections to the server would be exceeded.

Impact: Close off some of the connections.

Action to take: This error should not occur under normal circumstances. It can occur if many fax port monitors are running and retaining connections to the fax server. Check that only those tasks that are needed are running. If the problem persists, issue the command `ps -edalf >/tmp/problem.txt` from a unix command line, and reset fax. Then call support and let them look at the results of the unix command that was run.

“_fax_process_client_request(): invalid client request type (%d) from client %d\n”, request type, client number

Meaning: A request was received from a client, but it was not understood. This problem indicates an internal error in the fax software. This situation can happen if an application that has established a connection to the fax server initiates communications on the file descriptor returned from connect but without going through the fax APIS. This problem should not occur in the product because VADs are not given the ability to establish connections to the servers. The only software on the system today that establishes connections to the fax server are the graphical user interfaces, curses-based programs, and fax user function.

Impact: The application that generated the bogus request does not receive a reply.

Action to take: Call support if this problem occurs.

fax_process_time-out messages

“_fax_process_time-out(): invalid client request type '%s' (%d) for client %d\n”, request type, request type number, client number

Meaning: The fax server encountered a time-out that should have been processed, but when it checked to see what kind of time-out it was and what should be done with it, the fax server could not recognize the type.

Impact: The time-out request is ignored.

Action to take: This problem should not occur in the product. Report this problem to the appropriate support organization.

fax_process_session messages

“_fax_process_session_message(): invalid SES server event type (%d)\n”, event type number

Meaning: An event was received from one of the fax ports but could not be recognized.

Impact: The event is ignored. There is no other impact.

Action to take: This problem should not occur in the product. Report this problem to the appropriate support organization.

“_fax_process_session_reply(): SES server %d has no client for reply %d\n”, session server number, reply number

Meaning: A request for some sort of action on a session server was initiated, but by the time the session server responded, there was no application left to handle the response. This can happen if the Meridian IVR fax user function is terminated for some reason while requests are pending.

Impact: The reply is discarded.

Action to take: This problem should not occur unless Meridian IVR applications are unloaded while faxes are processing. If it occurs at any other time, contact the appropriate support organization.

“_fax_process_session_reply(): SES server %d client %d not processing request: got reply %d\n”, session server number, client number, reply number

Meaning: A message was received that should have been in response to a request for some sort of activity, but the system cannot determine who initiated the request.

Impact: The response is discarded.

Action to take: This problem should not occur. If it does, reset the fax system. If the problem occurs again, contact the appropriate support organization.

“_fax_process_session_reply(): SES server %d reply type %d but client expecting reply %d\n”

Meaning: A reply was received for a request initiated by a client, but it was the wrong kind of reply.

Impact: The reply is discarded. It is possible that the client, as a result, never receives an appropriate reply to the request initiated. This problem indicates an internal error in the fax server and/or in the session servers.

Action to take: Reset the system. Contact the appropriate support organization.

“_fax_process_session_reply(): SES server %d unexpected shut-down_server reply type %d, client %d expecting reply %d\n”, reply type number, client number, reply number

“_fax_process_session_reply(): SES server %d unexpected want_event reply type %d expecting reply %d\n”, reply type number, client number, reply number

“_fax_process_session_reply(): SES server %d unexpected call reply type %d expecting reply %d\n”, reply type number, client number, reply number

“_fax_process_session_reply(): SES server %d unexpected reply type %d, client %d expecting reply %d\n”, reply type number, client number, reply number

Meaning: A reply message to a request was received, but the fax server is not expecting this because it does not believe that it initiated the request.

Impact: The message is discarded.

Action to take: Report this problem to the appropriate support organization.

fax_ses_start messages

“_fax_ses_start_servers(): too many fax modems configured; all fax modems disabled until some are deleted\n”

Meaning: The fax system was started, but when it checked the modem database, it detected more than the maximum allowable number of modems in it. (The maximum allowable number is controlled by the keycode which represents the number purchased by the customer).

Impact: All fax ports are disabled.

Action to take: Delete some fax modems until the number configured is less than or equal to the number purchased. Once you have done this, you can enable the ports.

fax_db_open messages

“_fax_db_open(): document ID DB '%s' format error, document ID set to 0\n”, document id db file

Meaning: A problem was detected with the document ID database which has a filename of /u/fax/db/doc id.db.

Impact: The document number is reset to zero.

Action to take: None required. The system continues to function normally.

“_fax_db_open(): missing the default_name field in record '%s\n”, default db file

“_fax_db_open(): missing the default_value field in record '%s\n”, default db file

Meaning: A record from the defaults database was read in but was not in the proper format. Either the name or the value was missing.

Impact: The line is discarded.

Action to take: Go to the system administration default parameters screen, and reconfigure the system default parameters. Then reset the fax system. If the problem recurs, contact the appropriate support organization.

fax_exit messages

“_fax_exit(): exitcode:%d socket:%d pid:%d. Abort failed\n”, exit code, socket number, process id

“_fax_exit(): shut-down SES server on socket %d failed\n”, socket number

“_fax_exit(): exitcode:%d socket:%d pid:%d. Kill failed\n”, exit code, socket number, process id

Meaning: The fax server is exiting and is trying to shut down the fax ports. One of the ports failed to honor an abort request.

Impact: The fax server continues the shut-down procedure.

Action to take: When the shutdown is complete, you should kill any ses_server processes that may still be running, or get Nortel support to run the procedure.

Procedure 6-1

Killing ses-server processes

- 1** Go to a unix shell with root permissions.
- 2** Type the command “ps -ef | grep ses_server | grep -v grep”.
- 3** You should make note of the first numeric value on each line displayed, and then enter the command “kill -9 value” once for every line that was displayed.
- 4** Type the command “ps -ef | grep ses_server | grep -v grep”. Nothing should be displayed. If anything is displayed, then go to the fax administration screen and ensure that the fax system is shut down. Rerun this procedure. If the validation on step 4 still fails, contact your support organization.

fax_modem_db messages

“_fax_modem_db_fd_is_get_next(): missing the is_configured field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): format error for the is_configured field '%s' in record '%s'\n”, is_configured value, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the is_enabled field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): format error for the is_enabled field '%s' in record '%s'\n”, is_enabled value, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the device_name field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the host_name field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the service_name field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the station_id field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the phone_number field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): missing the modem_pool field in record '%s'\n”, fax modem db file

“_fax_modem_db_fd_is_get_next(): format error for the modem_pool field '%s' in record '%s'\n”, modem_pool value, fax modem db file

Meaning: An invalid record was found in the modem database.

Impact: The record is ignored, and the modem remains disabled.

Action to take: Using the modem configuration program, try to delete the offending modem, and then reset the fax system. If the problem persists, contact the appropriate support organization.

fax_client_request_modem messages

“fax_client_request_modem_reserve(): already processing request %d for client %d\n”, request number, client number

Meaning: A request was made to reserve a modem, but the client making the reserve request has another request in progress.

Impact: The request is denied, and a reply is sent back indicating that the reserve request could not be performed.

Action to take: This problem indicates an internal error in the fax subsystem. Contact the appropriate support organization.

fax_process_request_modem messages

“_fax_process_request_modem_release(): modem ID:%d socket:%d pid:%d. shut-down failed\n”, modem id, socket number, process id

“_fax_process_request_modem_release(): modem ID:%d socket:%d pid:%d. Kill failed\n”, modem id, socket number, process id

Meaning: Someone initiated a courtesy disable of the modem which means that when the release command is issued, the modem gets shutdown immediately before it can be reserved for another application. The shut-down failed.

Impact: The courtesy disable of the modem fails.

Action to take: A Force shutdown must be done to disable the modem. This problem should not occur in the field. Report it to the appropriate support organization.

“_fax_process_request_modem_info_append(): tried to exceed maximum number of FAX modems of %d”, maximum number of FAX modems

Meaning: An attempt was made to configure a new modem, but the system has already reached the maximum number of allowable modems.

Impact: The modem is not added.

Action to take: Purchase a new keycode if more modems need to be added to the system.

“_fax_process_request_default_get(): no value for default name '%s'”, default value

“_fax_process_request_default_put(): can't update for default name '%s' to value '%s'”, default value, new value

Meaning: A request was made to retrieve or update a system configuration default value, but the value could not be located within the fax server.

Impact: The retrieval or update is not performed.

Action to take: These problems are most likely due to a corrupted defaults database. Restore the database by recovering the file */u/fax/db/defaults.db* from a backup tape.

fax_process_modem messages

“_fax_process_modem_operation(): too many fax modems configured; all fax modems disabled until some are deleted\n”

Meaning: More fax modems are configured than is allowed on this system. The fax server disabled all modems until the number of configured modems is within legal limits. An administrator tried to enable a modem before the modem count was within legal limits, and the fax server blocked the action.

Impact: The modem is not started.

Action to take: Delete some modems until the count is within the legal system limit as defined by the keycode.

fax_client_reply messages

“_fax_client_reply_shut-down_server(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_get_version(): tcp_write() returned %d, errno %d '%s'”, return
value, error number, error string

“_fax_client_reply_want_event(): tcp_write() returned %d, errno %d '%s'”, return
value, error number, error string

“_fax_client_reply_modem_reserve(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_reserve_get phone(): tcp_write() returned %d, errno
%d '%s'”, return value, error number, error string

“_fax_client_reply_modem_release(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_conference(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_call(): tcp_write() returned %d, errno %d '%s'”, return
value, error number, error string

“_fax_client_reply_modem_send(): tcp_write() returned %d, errno %d '%s'”, return
value, error number, error string

“_fax_client_reply_modem_receive(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_hang(): tcp_write() returned %d, errno %d '%s'”, return
value, error number, error string

“_fax_client_reply_modem_abort(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_info_rewind(): tcp_write() returned %d, errno %d
'%s'”, return value, error number, error string

“_fax_client_reply_modem_info_get_next(): tcp_write() returned %d, errno %d
'%s'”, return value, error number, error string

“_fax_client_reply_modem_info_get(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_operation(): tcp_write() returned %d, errno %d '%s'”,
return value, error number, error string

“_fax_client_reply_modem_info_put(): tcp_write() returned %d, errno %d '%s'”,

return value, error number, error string

“_fax_client_reply_modem_info_append(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

“_fax_client_reply_modem_info_delete(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

“_fax_client_reply_document_id_get_next(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

“_fax_client_reply_document_id_reset(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

“_fax_client_reply_default_get(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

“_fax_client_reply_default_put(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

“_fax_client_reply_get_max_modem(): tcp_write() returned %d, errno %d '%s'”, return value, error number, error string

Meaning: All of the above error messages can be encountered in situations where a client of the fax system initiates a request but terminates before the fax server can respond with the results of the request.

Impact: None. The operation proceeds as normal.

Action to take: None. These problems should not occur in the field.

fax_ses_is_start_server messages

“_fax_ses_is_start_server(): retry %d: failed to connect to SES server: host 'localhost' service 'frsesXX' LOG host 'localhost' LOG server”, retry number

Meaning: An attempt was made to start a session server, but after it was successfully started, a communication path with the fax server could not be initiated. This problem can occur under heavy load when the fax system is cycled. If this message is followed by an INFO message indicating that a connection to the session server was established, then this problem can be ignored.

Impact: The system retries a certain number of times with five seconds of delay between each attempt.

Action to take: None.

“_fax_ses_is_start_server():ses_want_event() failed for SES server: host 'localhost' service 'frsesXX' LOG host 'localhost' LOG server”

“_fax_ses_is_start_server(): after %d retries: failed to connect to SES server: host 'localhost' service 'frsesXX' LOG host 'localhost' LOG server”

Meaning: The fax server failed to establish a connection to the session server after a number of retries.

Impact: The session server is disabled by the fax system and marked as being FAULTY.

Action to take: Call support.

Cal server warning messages

The following warning messages appear on the cal server. The list provides the meaning of each message and suggests action to take. The following message types are listed:

- [cal_sig messages, page 6-33](#)
- [cal_process_client messages, page 6-34](#)
- [cal_process_server messages, page 6-35](#)
- [cal_process_request messages, page 6-35](#)
- [cal_client_reply messages, page 6-35](#)
- [cal_queue messages, page 6-36](#)
- [cal_read messages, page 6-39](#)
- [cal_modem messages, page 6-39](#)
- [cal_delete messages, page 6-40](#)

cal_sig messages

“_cal_sig_term(): already shutting down\n”

Meaning: The cal server received a request to shut down, and it was already in the process of doing so.

Impact: None.

Action to take: None.

cal_process_client messages

“_cal_process_client_connection():tcp_accept_connection(listen_socket=%d) failed, errno %d '%s'\n”, socket number, error number, error string

Meaning: A request to establish a connection with a client was made, but the attempt failed.

Impact: None to the cal server. The client that originated the request does not succeed in establishing the connection. The probable cause is that the client was killed before the connection could be established.

Action to take: None.

“_cal_process_client_connection():tcp_accept_connection(listen_socket=%d) returned fd %d which is >=CAL_MAX_SOCKET (%d)\n”, socket number, file descriptor, maximum number of sockets

Meaning: A request to establish a connection with a client was made but cannot be honoured because the maximum number of allowable connections to the server would be exceeded.

Impact: The connection is not made.

Action to take: Close off some of the connections. This error should not occur under normal circumstances.

“_cal_process_client_request(): invalid client request type (%d) from client %d\n”, request type number

Meaning: The cal server encountered data on a socket established with a “cal_connect”, but the information that it is reading on the socket is not valid.

Impact: The data is ignored.

Action to take: This problem should not occur in the product. It indicates that a file descriptor returned by “cal_connect” is being used with some API other than a “cal” API. Examine the user application.

cal_process_server messages

“_cal_process_server_message(): invalid FAX server event type (%d)\n”, event type number

Meaning: An event was received from the fax server while trying to send a Callback fax, but the event is not recognized.

Impact: The event is ignored.

Action to take: None. This problem should not occur in the field.

cal_process_request messages

“_cal_process_request_queue(): malloc(%d) for document id %d failed\n”, document size, document id

Meaning: An attempt to queue a document failed because the server could not allocate the necessary memory.

Impact: The document is not queued.

Action to take: Determine why no memory exists on the system. Run the following procedure, or get Nortel support to run this procedure:

Procedure 6-2

Finding the cause of insufficient memory

- 1 Go to a unix shell with root permissions.
- 2 Type the command “ps -edalf >/tmp/pslog”.
- 3 Check to see why no memory is available. If this cannot be determined, call support (if you have not already called them), and tell them that the above command was run from a shell. Support uses the output of this command to determine where the problem lies.

cal_client_reply messages

“_cal_client_reply_generic(): invalid request to send reply %d\n”, reply number

Meaning: A request to send a response to a client request failed because the routine could not determine what kind of response to send back.

Impact: The reply is not sent.

Action to take: None. This problem should not occur in the field.

“_cal_client_reply_generic(): tcp_write() returned %d, errno %d '%s'\n”, return value, error number, error string

“_cal_client_reply_get_version(): tcp_write() returned %d, errno %d '%s'\n”, return value, error number, error string

“_cal_client_reply_queue(): tcp_write() returned %d, errno %d '%s'\n”, return value, error number, error string

Meaning: A request by a client was initiated, but by the time the server got around to responding to the request, the client was not there to receive the request.

Impact: The response is discarded.

Action to take: None. This problem should not occur in the field.

cal_queue messages

“_cal_queue_delete(): failed to locate document id %d\n”, document id

Meaning: A document delete was requested, the document was found, and the file referencing the document on the disk was deleted. However, when the server tried to clear the entry from its internal table held in memory, it could not find the appropriate entry.

Impact: Possible corruption of internal table.

Action to take: Reset the fax system.

“_cal_queue_item_remove(): unlink('%s') error, errno %d '%s'\n”, filename, error number, error string

Meaning: A document delete was requested, but the appropriate entry in the Callback queue database could not be deleted.

Impact: Spurious entry that reappears each time the fax system starts up.

Action to take: Check the permissions on the directory /u/u/fax/queue, and make sure that root, vad, and admin can read and write to the directory.

“_cal_queue_item_is_get_next(): stat('%s') failed, errno %d '%s'\n”, filename, error number, error string

Meaning: During start-up, the system was unable to determine the status of a file in the queue directory.

Impact: The entry is ignored.

Action to take: Check the file in the /u/fax/queue directory referenced in the error message (in the stat() part of the message), and check its permissions. If nothing seems amiss, reset the fax system. If the problem still recurs, delete the file and try again.

“_cal_queue_item_is_get_next(): %s is not a regular file (st_mode 0%o)\n”, filename, status mode

Meaning: During start-up, the server detected an entry in the queue directory /u/fax/queue that was not a regular file and should not be there.

Impact: The entry is ignored.

Action to take: Remove the entry from the directory.

“_cal_queue_item_is_get_next(): error opening file '%s', errno %d '%s'\n”, filename, error number, error string

Meaning: During start-up, the server failed to open an entry in the queue directory.

Impact: The entry is ignored.

Action to take: Check permissions on the file, and make sure that root, vad, and admin can all read this file. If permissions do not seem to be a problem, call support.

“_cal_queue_item_is_get_next(): unexpected EOF reading header field from file '%s'\n”, filename

“_cal_queue_item_is_get_next(): invalid header field in file '%s'\n”, filename

Meaning: During start-up, a queue entry is detected that is corrupt.

Impact: The entry is ignored.

Action to take: Call support.

“_cal_queue_item_start(): fax_modem_send() socket %d modem %d document id %d file '%s' phone '%s' error\n”, socket number, modem number, document id, filename, phone number

Meaning: The server attempted to place a call on a modem port, and the attempt failed.

Impact: The document fails this transmission attempt.

Action to take: None. This should not happen in the field. The call is not placed until a fax modem send operation is done; therefore, this problem actually indicates a problem communicating with the fax server.

“_cal_queue_item_start(): fax_modem_send() socket %d modem %d document id %d file '%s' error\n”, socket number, modem number, document id, filename

Meaning: The server attempted to send a document and failed.

Impact: The document fails this transmission attempt.

Action to take: Check for session server errors to determine why the attempt failed.

cal_read messages

“_cal_read_int(): unexpected EOF reading field '%s' from file '%s'\n”, field name, filename

“_cal_read_int(): invalid field '%s' value '%s' in file '%s'\n”, field name, value, filename

“_cal_read_boolean(): unexpected EOF reading field '%s' from file '%s'\n”, field name, filename

“_cal_read_boolean(): invalid field '%s' value '%s' in file '%s'\n”, field name, value, filename

“_cal_read_string(): unexpected EOF reading field '%s' from file '%s'\n”, field name, filename

“_cal_read_fax_resolution(): unexpected EOF reading field '%s' from file '%s'\n”, field name, filename

“_cal_read_fax_resolution(): invalid field '%s' value '%s' in file '%s'\n”, field name, value, filename

“_cal_read_time(): unexpected EOF reading field '%s' from file '%s'\n”, field name, filename

“_cal_read_time(): invalid field '%s' value '%s' in file '%s'\n”, field name, value, filename

Meaning: During start-up, a queue entry is detected that is corrupt.

Impact: The entry is ignored.

Action to take: Call the appropriate support organization.

cal_modem messages

“_cal_modem_disconnect(): fax_disconnect(%d) error, errno %d '%s'\n”, error number, error string

Meaning: The server attempted to disconnect a communications channel with the fax server and failed.

Impact: None. The server continues as if the channel has been disconnected.

Action to take: None. This problem should not occur in the field.

“_cal_modem_release(): fax_modem_release(%d) error\n”, error number

Meaning: The server attempted to release a modem but failed.

Impact: None. The server continues as if the modem had been released.

Action to take: None. This problem should not occur in the field.

cal_delete messages

“_cal_delete_original_callback_fax(): couldn't delete file '%s\n”, filename

Meaning: A document sent from a Meridian IVR application was marked to be deleted once the document was dequeued or sent. However, the fax file could not be removed.

Impact: The document is not removed.

Action to take: Check permissions on the original fax file. Ensure that root, vad, and admin all have write permissions on the file *and* on the directory in which the file resides.

Ses server warning messages

The following warning messages appear on the session server. The list provides the meaning for each message and suggests action to take. The following message types are listed:

- **main (): messages, page 6-40**
- **ses_sig messages, page 6-41**
- **ses_process messages, page 6-41**
- **ses_client messages shutdown, page 6-45**
- **ses_modem messages, page 6-45**

main (): messages

“main(): tcp_close() of listen socket %d failed, errno %d '%s\n”, socket number, error number, error string

Meaning: After having established a connection with the fax server, the session server tried to prevent any other clients from talking to it by shutting down the available “listen” socket, and, in doing so, encountered an error .

Impact: Although the error message is ignored and the session server proceeds as if the operation succeeded, this error code indicates a problem with the original socket through which the system establishes communications with the session server. Subsequent operations may not function properly.

Action to take: Recommend disabling and reenabling the modem in question to see if the problem recurs. If so, inform support.

“main(): tcp_close() of client socket %d failed, errno %d '%s'\n”, socket number, error number, error string

Meaning: The session server detected that the fax server disconnected the communication path established between them, and the attempt to close the path down completely failed.

Impact: None.

Action to take: None. This problem should not occur in the field.

ses_sig messages

“_ses_sig_term(): already shutting down\n”

Meaning: The ses server received a request to shut down, and it was already in the process of doing so.

Impact: None.

Action to take: None.

ses_process messages

“_ses_process_client_request(): SES_REQUEST_SHUTDOWN failed: processing client request %d\n”, request number

Meaning: A client requested a session server to shut down while it was busy doing something.

Impact: The modem is not shut down.

Action to take: None. The program initiating the shutdown request must first ensure that the modems have aborted all current operations. This problem should not occur in the field.

“_ses_process_client_request(): SES_REQUEST_WANT_EVENT: already processing request %d\n”, request number

“_ses_process_client_request(): SES_REQUEST_CONFERENCE: already processing request %d\n”, request number

“_ses_process_client_request(): SES_REQUEST_CALL: already processing request %d\n”, request number

“_ses_process_client_request(): SES_REQUEST_SEND: already processing request %d\n”, request number

“_ses_process_client_request(): SES_REQUEST_RECEIVE: already processing request %d\n”, request number

“_ses_process_client_request(): SES_REQUEST_HANG: already processing request %d\n”, request number

Meaning: The server was already busy processing a request, and the client (fax server) requested another action (other than abort).

Impact: The command is disallowed, and a failure reply is sent back.

Action to take: None. This problem should not occur in the field.

“_ses_process_client_request(): SES_REQUEST_SEND: file '%s': img_add_tti_line(base_dir='%s', tti='%s', font='%s', font_dir='%s') \n”, filename, base directory, tti value, font name, font directory

Meaning: A request to send a fax encountered a problem when trying to imbed the TTI line onto the fax page(s).

Impact: The TTI insertion fails, and the fax is sent as it was.

Action to take: Check that the trimtab font exists (/u/fax/fonts/simcoe12rn) and is valid. Do this by creating a generic file that references and uses this font. Make sure that the fonts directory is readable and that the font itself is readable by root, vad, and admin users.

“_ses_process_client_request(): SES_REQUEST_SEND: can't open FAX document file '%s\n”, filename

Meaning: An attempt to open the fax document file failed.

Impact: The fax is not sent.

Action to take: Make sure that the file name references are readable by the accounts root, vad, and admin.

“_ses_process_client_request(): SES_REQUEST_RECEIVE: modem on hook\n”

Meaning: A client initiated a request to receive a fax but when the session server checked the telephone line, it found that the fax modem was on-hook when it was expected to be off-hook.

Impact: The system does not send the fax.

Action to take: Call support.

“_ses_process_client_request(): SES_REQUEST_RECEIVE: can't open FAX document file '%s'\n”, filename

Meaning: The session server attempted to open a document file for purposes of storing an incoming fax, but the operation failed.

Impact: Fax reception fails.

Action to take: Ensure that the file name referenced can be written to by root, vad, and admin, and that the directory in which this file is to exist can also be modified by root, vad, and admin.

“_ses_process_client_request(): invalid request %d\n”, request number

Meaning: An invalid request was detected on the communication path to the client (fax_server).

Impact: The command is discarded.

Action to take: None. This error indicates an internal error that should not occur in the field. The problem is that a socket descriptor returned by the “ses_connect” within the fax server is now being used with some other APIs other than the session server API's (ses_*).

“_ses_process_modem_response(): SES_C2_0P_WAIT_RING: dx_wtring failed, error#%d - %s\n”, error number, error string

Meaning: The session server was told that a call is to come in on its port. It initiated a command that causes it to wait for ring detection on the line. The command failed. The error parameters are information returned by the dialogic macros ATDV_LASTERR(modem fd) and ATDV_ERRMSGP(modem fd).

Impact: The fax is not received.

Action to take: Examine the dialog error code and string to determine the cause of the failure. Call your support organization.

“errno %d - %s\n”, error number, error string

Meaning: This error message is logged always in tandem with another error message. It is a supplement error message that indicates the UNIX system “errno” and “errstring” parameters.

Impact: Not applicable.

Action to take: See previous message in log file initiated by this process.

ses_client messages shutdown

“_ses_client_reply_shut-down_server(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_want_event(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_conference(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_abort(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_call(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_send(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_receive(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_reply_hang(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

“_ses_client_unsol_state(): tcp_write() returned %d, errno %d %s\n”, return value, error number, error string

Meaning: A request by a client was initiated, but by the time the server got around to responding to the request, the client was not there to receive the request.

Impact: The response is discarded.

Action to take: This problem should not occur in the field.

ses_modem messages

“_ses_modem_send_page(): page %d of %d in document file %s’: unexpected EOF\n”, page number, number of pages, document name

Meaning: The server was requested to send N pages in a specified document, but the fax file does not have a reference to that many pages.

Impact: Only the number of pages in the document are actually sent.

Action to take: None. This problem should not occur in the field.

“_ses_modem_send_page(): page %d of %d page file '%s' in document file '%s': can't open page file\n”, page number, number of pages, page filename, document name

Meaning: The fax file given to the session server contains a reference to a t4 page of data, but it cannot open it.

Impact: The remainder of the document is not sent, and the request to send is aborted.

Action to take: Ensure that a valid fax file has been specified.

“_ses_modem_send_page(): page %d of %d page file '%s' in document file '%s': modem is on hook\n”, page number, number of pages, page filename, document name

Meaning: During an attempt to send a page, it was detected that the modem was now on-hook.

Impact: This and all subsequent pages are not sent.

Action to take: None. This happens whenever the remote end terminates the call before the document is completely sent.

“_ses_modem_receive_page(): page %d of file '%s' in document file '%s': can't open, errno%d '%s'\n”, page number, page filename, document name, error number, error string

Meaning: When the system was receiving a fax page, it failed to open the T4 file that corresponds to that page.

Impact: The system does not receive the fax.

Action to take: Ensure that the fax base directory is readable and writable by root, vad, and admin.